



**ACT**  
Government

Transport Canberra and  
City Services

## FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: TCCSFOI 2018-074

| Information to be published                       | Status                      |
|---|-----------------------------|
| 1. Access application                             | Published                   |
| 2. Decision notice and schedule                   | Published                   |
| 3. Documents                                      | Published                   |
| 4. Additional information identified              | No                          |
| 5. Fees   | n/a                         |
| 6. Processing time (in working days)              | 38 days (extension granted) |
| 7. Decision made by Ombudsman                     | n/a                         |
| 8. Additional information identified by Ombudsman | n/a                         |
| 9. Decision made by ACAT                          | n/a                         |
| 10. Additional information identified by ACAT     | n/a                         |

RECEIVED  
DATE 28/8/18 BY TCCS

From: [REDACTED] Public Transport Customer Service  
Sent: Tuesday, 28 August 2018 1:29 PM  
To: TCCS\_FreedomOfInformation  
Subject: FWD: NT - SS Network 2019



Access  
Canberra.

Forwarded By: [REDACTED] - Public Transport Customer Service - [REDACTED]

Comments: Hi [REDACTED]

Please see attached request for an Freedom of Information, I believe relating to the New School Network in 2019.

Kind regards,  
[REDACTED]

[REDACTED] | Customer Experience Officer

T [REDACTED]  
Customer Engagement | Transport Canberra and City Services | ACT Government  
LV1 1, 496 Northbourne Ave, Dickson | GPO Box 158 Canberra ACT 2601 |  
[www.act.gov.au](http://www.act.gov.au)

Incident Reference # 180828- [REDACTED]

**Subject:** NT – SS Network 2019

**Date Created:** 28/08/2018 12.25 PM

Note By ( [REDACTED] - Public Transport Customer Service ) ( 28/08/2018 01:19 PM )

Spoke to [REDACTED] who advised to forward to the TCCS FOI email and they would handle the request

Auto Note By ( Administrator ) ( 28/08/2018 12:25 PM )

Positional data at time of incident submissions was:

Latitude: [REDACTED]

Longitude: [REDACTED]

Google Url: <http://maps.google.com.au/maps?> [REDACTED]

Google Address: [REDACTED] Melba ACT 2615, Australia

Customer By: GSS Web ( [REDACTED] ) ( 28/08/2018 12:25 PM )

I live in Flynn - a suburb where the Government chose to close the local school. A 5th Term Labour Government has taken an approach to change that demonstrates you have lost touch with your community. Your Government is proposing a strategy that will see young children, people listed under the Legislation as 'vulnerable', catching transport services with the general public.

Meegan you are a mother and have been tasked with representing the interests of the community.

My children use the ACTION bus network to travel home from school. I am concerned with the approach that has been taken to public consultation and the lack of data used to determine an appropriate approach to this change.

To help me determine a pathway forwards for my children I request, under Freedom of Information Legislation, the dossier of documents and data analysis that was used to propose the change of school bus schedules encompassing bus routes and timetables.

I also request, specifically:

- how many incidents, and the type of incident, have been reported to ACTION buses in FY 16/17 involving school children on bus services
- how many incidents were reported for the same financial year from Bus drivers relating to school buses and their incident types
- how many incidents were reported for the same financial year from Bus drivers, and the general public, for transport services that fall outside the School Bus network and their incident type.

In addition, under the FOI legislation, I request a copy of the Policy, and associated procedures, for Transport Workers with regards to their responsibilities to care for children under the WWVP Legislation.

#### **Additional Incident Details**

**Status:** Updated

**Category:** Bus Route, Timetable or Fares

**Type of Correspondence:** Request for Information

**Response to customer:**

**ACTION Category:** NT – SS Network 2019

**MyWay Card Number:**

**MyWay Agent:**

**Route Number:**

**Bus/Rego Number:**

**Direction of Travel: ..**

**Date and Time of Incident:**

**Shift Number:**

**Driver work number:**

**Investigation area:** CSM Corporate

**Incident Address:** [REDACTED] Melba ACT 2615, Australia

**Contact Information**

**First Name:** [REDACTED]

**Last Name:** [REDACTED]

**Email Address:** [REDACTED]

**Home Number:** [REDACTED]

**Mobile Number:**

**Office Number:**

If this is not for you/your area please forward this email to [accessCBR@act.gov.au](mailto:accessCBR@act.gov.au) to advise that it is not the correct area. The correspondence can then be re-directed appropriately.



**Freedom of Information Request – Reference.18-074**

I refer to your application made under the *Freedom of Information Act 2016* (the Act), received by Transport Canberra and City Services Directorate (TCCS) on 28 August 2018, in which you sought access to:

1. all documents and data analysis what was used to propose the change of school bus schedules encompassing bus routes and timetables;
2. how many incidents, and the type of incident, have been reported to ACTION buses in financial year 2016/17 involving school children on bus services;
3. how many incidents were reported for the same financial year from bus drivers relating to school buses and their incident types;
4. how many incidents were reported for the same financial year from bus drivers, and the general public, for transport services that fall outside the school bus network and their incident type; and
5. a copy of the policy and associated procedures for transport workers regarding their responsibilities to care for children under the WWVP legislation.

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act

TCCS was required to provide a decision on your access application by 25 September 2018, however, I note you agreed to an extension.

**Decision on access**

**Part 1**

In relation to the documents and data analysis that was used to propose the change of school bus schedules, no documentation has been identified that pertains to your request. The analysis to develop the proposed Transport Canberra bus network was undertaken using specialist transport route mapping tools. This software enables analysis to be undertaken digitally, without the need to produce documentation.

**Part 2**

The information you have requested in response to part two of your request has been retrieved from the Customer Reference Management database. A total of 571 reports were identified in relation to the *school bus routes* (school bus network) for financial year 2016/17.

The data identified in document 1 shows the incident type reported against and the total number for each month.

Feedback reported involving school children on *public transport routes* (general bus network) was not included in this search due the search options and parameters available on the database.

### **Part 3**

The information you have requested regarding part three has been retrieved from the IAMS database (document 2). This database holds incidents reported by bus drivers. A total of 985 reports in relation to school bus routes were identified for financial year 2016/17. The data shows the incident type and the total number reported for the financial year.

### **Part 4**

The information you have requested for part four of your request has been retrieved from the Customer Reference Management [REDACTED]

Document 3 includes all feedback received by the public in relation to the public bus routes (general bus networks) for financial year 2016/17.

Document 4 includes all reports received from bus drivers relating to public bus routes (general bus routes) for financial year 2016/17.

Please note that the 'routine contact' category includes general reports by the bus operator, including but not limited to late running, road closure, lost property, duress test and driver assistance.

### **Part 5**

You also sought a copy of the policy and associated procedures, for transport workers with regards to their responsibilities to care for children under the Working with vulnerable people framework.

The *Working with Vulnerable People (Background Checking) Act 2011* provides a scheme of background checking for people working or engaged in a regulated activity. A regulated activity or service includes transport services in specific situations such as where that transport is specifically for or mainly used by children or other vulnerable people. In effect the obligation is to ensure that a person working in the regulated activity is registered to work in the activity under the Act. Registration includes background and other checks undertaken through Access Canberra.

All Transport Canberra drivers hold registration to work with vulnerable people. The Act requires an employer of a regulated activity to take reasonable (and regular) steps to ensuring its employees maintain a current registration and Transport Canberra has systems and processes in place to ensure compliance with this requirement.

The legislation does not include any responsibility for the care of children. The duty of care arises under common law and is codified in the *Civil Law (Wrongs) Act 2002*.

The supporting policies that Transport Canberra have that provide operating parameters relevant to the WWVP Act are:

- Operational Policy – Obligations to Passengers
- Operational Policy – Employee Behaviour
- Operational Policy – Passenger Assistance and Appropriate Physical Contact.

These policies have been provided to you as open access information documents under section 23 of the FOI Act. These documents will be published on line under the TCCS disclosure log details are provided below.

You may also be interested in whole of government information about the working with vulnerable people scheme. Information can be found on the Access Canberra website at [www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au) including the Access Canberra *Working with Vulnerable People Compliance framework*.

With regards to the data collected, I have applied the public interest test under section 17 of the Act and I have determined that disclosure of the information captured is not contrary to public interest. I have, therefore, decided to provide you with full access to the information with a copy of the documents at Attachment B.

#### **Charges**

No fee is payable as the number of pages being released is within the fee-free threshold.

#### **Online publishing – disclosure log**

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents will be published in the TCCS disclosure log from 3 days after the date of this decision. Your personal details will not be published.

You may view TCCS' disclosure log at [www.tccs.act.gov.au/about-us/freedom\\_of\\_information](http://www.tccs.act.gov.au/about-us/freedom_of_information).

#### **Ombudsman review**

My decision on your access request is a reviewable decision under section 73 of the Act within 20 working days from the day that my decision is published in TCCS' disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

#### **ACT Civil and Administrative Tribunal (ACAT) review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore Street  
GPO Box 370  
CANBERRA CITY ACT 2601  
Telephone: (02) 6207 1740

[www.acat.act.gov.au](http://www.acat.act.gov.au)

If you have any questions concerning the directorate's processing of your request, or would like further information, please contact the directorate's FOI Coordinator on 6205 5408 or email [tccs.foi@act.gov.au](mailto:tccs.foi@act.gov.au).

Yours sincerely



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Cherie Hughes  
Information Officer

22 October 2018



## FREEDOM OF INFORMATION SCHEDULE

PLEASE BE AWARE THAT UNDER THE FREEDOM OF INFORMATION ACT 2016, SOME OF THE INFORMATION PROVIDED TO YOU WILL BE RELEASED TO THE PUBLIC THROUGH THE ACT GOVERNMENT'S OPEN ACCESS SCHEME. THE OPEN ACCESS RELEASE STATUS COLUMN OF THE TABLE BELOW INDICATES WHAT DOCUMENTS ARE INTENDED FOR RELEASE ONLINE THROUGH OPEN ACCESS.

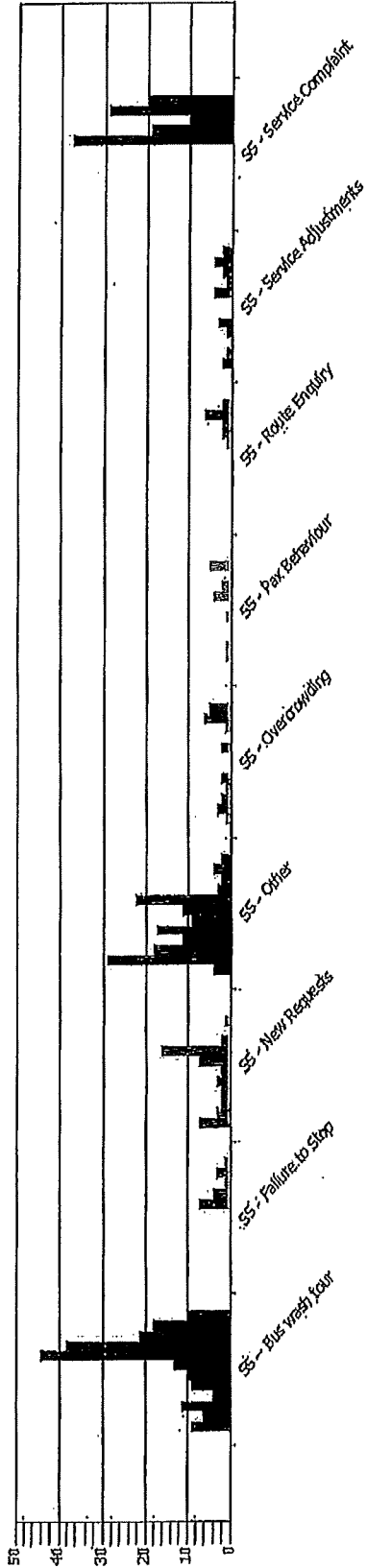
PERSONAL INFORMATION OR BUSINESS AFFAIRS INFORMATION WILL NOT BE MADE AVAILABLE UNDER THIS POLICY. IF YOU THINK THE CONTENT OF YOUR REQUEST WOULD CONTAIN SUCH INFORMATION, PLEASE INFORM THE CONTACT OFFICER IMMEDIATELY.

INFORMATION ABOUT WHAT IS PUBLISHED ON OPEN ACCESS IS AVAILABLE ONLINE AT: [HTTP://WWW.TCCS.ACT.GOV.AU/ABOUT-US/FREEDOM\\_OF\\_INFORMATION](http://www.tccs.act.gov.au/about-us/freedom_of_information)

| FILE REFERENCE NO  | WHAT ARE THE PARAMETERS OF THE REQUEST |  |                  |             |                                    |  | OPEN ACCESS RELEASE STATUS |
|--|--|--|------------------|-------------|------------------------------------|--|----------------------------|
| REF NO   | NO OF FOLIOS                           | DESCRIPTION  | DATE             | STATUS      | REASON FOR NON RELEASE OR DEFERRAL |  |                            |
| <b>TCCS FOI 18-074</b>   |  |  |                  |             |                                    |  |                            |
| <b>CHANGE OF SCHOOL BUS SCHEDULES, INCLUDING POLICY AND PROCEDURES FOR TRANSPORT WORKERS</b> |  |  |                  |             |                                    |  |                            |
| 1  | 1-3                                    | INCIDENTS BY FEEDBACK CATEGORY -SCHOOL BUS ROUTES                                      | 2016/17          | FULL ACCESS |                                    |  | FULL ACCESS                |
| 2  | 4                                      | INCIDENT REPORTS RECEIVED FROM BUS DRIVERS RELATING TO SCHOOL BUS ROUTES - 2016/17     | 2016/17          | FULL ACCESS |                                    |  | FULL ACCESS                |
| 3  | 5-15                                   | INCIDENTS BY FEEDBACK CATEGORY - GENERAL BUS ROUTES                                    | 2016/17          | FULL ACCESS |                                    |  | FULL ACCESS                |
| 4  | 16                                     | INCIDENT REPORTS RECEIVED FROM BUS DRIVERS RELATING TO GENERAL BUS NETWORK FOR 2016/17 | 2016/17          | FULL ACCESS |                                    |  | FULL ACCESS                |
| 5  | 17-18                                  | OPERATIONAL POLICY - OBLIGATIONS TO PASSENGERS   | 27 NOVEMBER 2017 | FULL ACCESS |                                    |  | FULL ACCESS                |
| 6  | 19-21                                  | OPERATIONAL POLICY - EMPLOYEE BEHAVIOUR  | 27 NOVEMBER 2017 | FULL ACCESS |                                    |  | FULL ACCESS                |
| 7  | 22-23                                  | OPERATIONAL POLICY - PASSENGER ASSISTANCE AND APPROPRIATE PHYSICAL CONTACT             | 27 NOVEMBER 2017 | FULL ACCESS |                                    |  | FULL ACCESS                |

# Incidents by Feedback Category Grouped by Category

Incident Graph



| Incident Category        | Incidents Created |
|--------------------------|-------------------|
| Interval: 2016/07        |                   |
| SS - Bus wash tour       | 9                 |
| SS - Failure to Stop     | 0                 |
| SS - New Requests        | 7                 |
| SS - Other               | 4                 |
| SS - Overcrowding        | 1                 |
| SS - Pax Behaviour       | 0                 |
| SS - Route Enquiry       | 0                 |
| SS - Service Adjustments | 2                 |
| SS - Service Complaint   | 0                 |
| Interval: 2016/08        |                   |
| SS - Bus wash tour       | 6                 |
| SS - Failure to Stop     | 0                 |
| SS - New Requests        | 3                 |
| SS - Other               | 29                |
| SS - Overcrowding        | 3                 |
| SS - Pax Behaviour       | 1                 |
| SS - Route Enquiry       | 0                 |
| SS - Service Adjustments | 1                 |
| SS - Service Complaint   | 0                 |
| Interval: 2016/09        |                   |
| SS - Bus wash tour       | 11                |
| SS - Failure to Stop     | 0                 |
| SS - New Requests        | 2                 |
| SS - Other               | 18                |
| SS - Overcrowding        | 2                 |
| SS - Pax Behaviour       | 1                 |

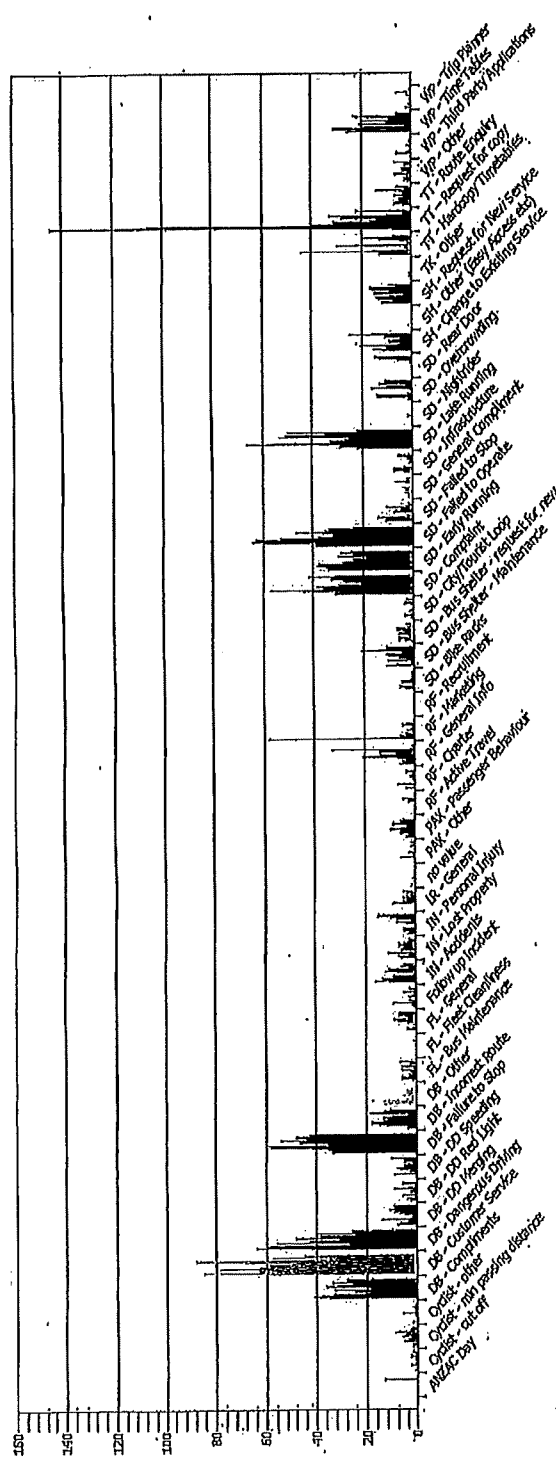
|                          |    |
|--------------------------|----|
| SS - Route Enquiry       | 0  |
| SS - Service Adjustments | 0  |
| SS - Service Complaint   | 0  |
| Interval: 2016/10        |    |
| SS - Bus wash tour       | 4  |
| SS - Failure to Stop     | 0  |
| SS - New Requests        | 2  |
| SS - Other               | 11 |
| SS - Overcrowding        | 1  |
| SS - Pax Behaviour       | 0  |
| SS - Route Enquiry       | 0  |
| SS - Service Adjustments | 1  |
| SS - Service Complaint   | 0  |
| Interval: 2016/11        |    |
| SS - Bus wash tour       | 9  |
| SS - Failure to Stop     | 0  |
| SS - New Requests        | 3  |
| SS - Other               | 17 |
| SS - Overcrowding        | 2  |
| SS - Pax Behaviour       | 0  |
| SS - Route Enquiry       | 0  |
| SS - Service Adjustments | 3  |
| SS - Service Complaint   | 0  |
| Interval: 2016/12        |    |
| SS - Bus wash tour       | 10 |
| SS - Failure to Stop     | 0  |
| SS - New Requests        | 2  |
| SS - Other               | 9  |
| SS - Overcrowding        | 0  |
| SS - Pax Behaviour       | 1  |
| SS - Route Enquiry       | 0  |
| SS - Service Adjustments | 0  |
| SS - Service Complaint   | 0  |
| Interval: 2017/01        |    |
| SS - Bus wash tour       | 13 |
| SS - Failure to Stop     | 0  |
| SS - New Requests        | 7  |
| SS - Other               | 11 |
| SS - Overcrowding        | 0  |
| SS - Pax Behaviour       | 0  |
| SS - Route Enquiry       | 0  |
| SS - Service Adjustments | 0  |
| SS - Service Complaint   | 0  |
| Interval: 2017/02        |    |
| SS - Bus wash tour       | 44 |
| SS - Failure to Stop     | 7  |
| SS - New Requests        | 16 |
| SS - Other               | 22 |
| SS - Overcrowding        | 2  |
| SS - Pax Behaviour       | 4  |
| SS - Route Enquiry       | 1  |

|                          |            |
|--------------------------|------------|
| SS - Service Adjustments | 4          |
| SS - Service Complaint   | 37         |
| <b>Interval: 2017/03</b> | <b>38</b>  |
| SS - Bus wash tour       | 4          |
| SS - Failure to Stop     | 2          |
| SS - New Requests        | 3          |
| SS - Other               | 0          |
| SS - Overcrowding        | 2          |
| SS - Pax Behaviour       | 2          |
| SS - Route Enquiry       | 1          |
| SS - Service Adjustments | 19         |
| SS - Service Complaint   |            |
| <b>Interval: 2017/04</b> | <b>21</b>  |
| SS - Bus wash tour       | 1          |
| SS - Failure to Stop     | 0          |
| SS - New Requests        | 2          |
| SS - Other               | 1          |
| SS - Overcrowding        | 0          |
| SS - Pax Behaviour       | 2          |
| SS - Route Enquiry       | 2          |
| SS - Service Adjustments | 2          |
| SS - Service Complaint   | 10         |
| <b>Interval: 2017/05</b> | <b>18</b>  |
| SS - Bus wash tour       | 3          |
| SS - Failure to Stop     | 1          |
| SS - New Requests        | 4          |
| SS - Other               | 6          |
| SS - Overcrowding        | 5          |
| SS - Pax Behaviour       | 6          |
| SS - Route Enquiry       | 4          |
| SS - Service Adjustments | 29         |
| SS - Service Complaint   |            |
| <b>Interval: 2017/06</b> | <b>10</b>  |
| SS - Bus wash tour       | 1          |
| SS - Failure to Stop     | 0          |
| SS - New Requests        | 2          |
| SS - Other               | 5          |
| SS - Overcrowding        | 0          |
| SS - Pax Behaviour       | 2          |
| SS - Route Enquiry       | 2          |
| SS - Service Adjustments | 20         |
| SS - Service Complaint   | 571        |
| <b>Total</b>             | <b>571</b> |

| Category                           | 2016/17    |
|------------------------------------|------------|
| Aggression                         | 15         |
| Bus Accident                       | 31         |
| Bus Damaged                        | 1          |
| Bus Defects                        | 287        |
| Customer Dispute                   | 37         |
| Driver Ill/Injured/Other           | 9          |
| Environmental Incident             | 1          |
| Infrastructure                     | 8          |
| MyWay Fault                        | 138        |
| NXTBUS                             | 20         |
| Passenger ill/Injured/Unresponsive | 21         |
| Routine contact                    | 360        |
| Students                           | 57         |
| <b>Total</b>                       | <b>985</b> |

**Incidents by Feedback Category**  
Grouped by Category

Incident-Stack



Incidents Created

| Incident Category              | Interval: 2016/07 | Incidents Created |
|--------------------------------|-------------------|-------------------|
| ANZAC Day                      |                   | 0                 |
| Cyclist - car off              |                   | 1                 |
| Cyclist - min passing distance |                   | 2                 |
| Cyclist - other                |                   | 2                 |
| DB - Complaints                |                   | 35                |
| DB - Customer Service          |                   | 60                |
| DB - Dangerous Driving         |                   | 42                |
| DB - DD Merging                |                   | 8                 |
| DB - DD Red Light              |                   | 3                 |
| DB - DD Speeding               |                   | 0                 |
| DB - Failure to Stop           |                   | 4                 |
| DB - Incorrect Route           |                   | 4                 |
| DB - Other                     |                   | 13                |
| FL - Bus Maintenance           |                   | 2                 |
| FL - Fleet Cleanliness         |                   | 0                 |
| FL - General                   |                   | 0                 |
| Follow up Incident             |                   | 1                 |
| IN - Accidents                 |                   | 11                |
| IN - Lost Property             |                   | 6                 |
| IN - Personal Injury           |                   | 3                 |
| LR - General                   |                   | 0                 |
| No Value                       |                   | 2                 |
| PAX - Other                    |                   | 0                 |
| PAX - Passenger Behaviour      |                   | 4                 |
| RF - Active Travel             |                   | 4                 |
| RF - Charter                   |                   | 4                 |
| RF - General Info              |                   | 6                 |

|                                    |    |
|------------------------------------|----|
| RF - Marketing                     | 58 |
| RF - Recruitment                   | 0  |
| SD - Bike Racks                    | 1  |
| SD - Bus Shelter - Maintenance     | 11 |
| SD - Bus Shelter - request for new | 1  |
| SD - City/Tourist Loop             | 1  |
| SD - Complait                      | 31 |
| SD - Early Rumbling                | 34 |
| SD - Failed to Operate             | 39 |
| SD - Failed to Stop                | 11 |
| SD - General Compliment            | 2  |
| SD - Infrastructure                | 4  |
| SD - Late Rumbling                 | 22 |
| SD - Night rider                   | 0  |
| SD - Overcrowding                  | 2  |
| SD - Rear Door                     | 0  |
| SH - Change to Existing Service    | 12 |
| SH - Other (Easy Access etc)       | 0  |
| SH - Request for New Service       | 12 |
| TK - Other                         | 0  |
| TT - Handicap/Timables             | 13 |
| TT - Request for copy              | 8  |
| TT - Route Empty                   | 4  |
| WP - Other                         | 2  |
| WP - Third Party Applications      | 0  |
| WP - Time Tables                   | 25 |
| WP - Trip Planner                  | 2  |
| Interpret 2014/15/16               |    |
| ALZACOPY                           | 0  |
| Cyclist - cat off                  | 0  |
| Cyclist - mini passing distance    | 2  |
| Cyclist - other                    | 0  |
| DB - Compliments                   | 41 |
| DB - Customer Service              | 85 |
| DB - Dangerous Driving             | 64 |
| DB - DD Messaging                  | 7  |
| DB - DD Red Light                  | 4  |
| DB - DD Speeding                   | 9  |
| DB - Failure to Stop               | 35 |
| DB - Incorrect Route               | 12 |
| DB - Other                         | 15 |
| FL - Bus Maintenance               | 6  |
| FL - Fleet Cleanliness             | 0  |
| FL - General                       | 4  |
| IN - Accidents                     | 2  |
| IN - Lost Property                 | 15 |
| IN - Personal Injury               | 7  |
| LR - General                       | 3  |
| No Value                           | 0  |
| PAX - Other                        | 0  |
| PAX - Passenger Behaviour          | 1  |
| RF - Active Travel                 | 3  |
| RF - Charter                       | 3  |
| RF - General Info                  | 0  |
| RF - Marketing                     | 5  |
| RF - Recruitment                   | 6  |
| SD - Bike Racks                    | 0  |
| SD - Bus Shelter - Maintenance     | 0  |
| SD - Bus Shelter - request for new | 4  |
| SD - City/Tourist Loop             | 7  |
| SD - Complait                      | 4  |
| SD - Early Rumbling                | 44 |
| SD - Failed to Operate             | 35 |
| SD - Failed to Stop                | 39 |
| SD - General Compliment            | 11 |
| SD - Infrastructure                | 2  |
| SD - Late Rumbling                 | 8  |
|                                    | 29 |

|                                    |     |
|------------------------------------|-----|
| SD - Nightlifer                    | 0   |
| SD - Overcrowding                  | 2   |
| SD - Rear Door                     | 0   |
| SR - Change to Existing Service    | 15  |
| SR - Other (Easy Access etc)       | 2   |
| SR - Request for New Service       | 8   |
| TK - Other                         | 1   |
| TK - Hardcopy/Timeables            | 44  |
| TT - Request for copy              | 145 |
| TT - Route Enquiry                 | 7   |
| WP - Other                         | 3   |
| WP - Third Party Applications      | 0   |
| WP - Time Tables                   | 22  |
| WP - Trip Planific                 | 0   |
| Interval: 2016/09                  |     |
| ANZAC Day                          | 0   |
| Cyclist - cut off                  | 0   |
| Cyclist - into passing distance    | 1   |
| Cyclist - other                    | 0   |
| DB - Compliments                   | 34  |
| DB - Customer Service              | 63  |
| DB - Dangerous Driving             | 60  |
| DB - DD Merging                    | 4   |
| DB - DD Red Light                  | 1   |
| DB - DD Speeding                   | 1   |
| DB - Failure to Stop               | 42  |
| DB - Incorrect Route               | 15  |
| DB - Other                         | 18  |
| FL - Bus Maintenance               | 3   |
| FL - Fleet Cleanliness             | 0   |
| FL - General                       | 0   |
| Follow up Incident                 | 2   |
| IN - Accidents                     | 9   |
| IN - Lost Property                 | 13  |
| IN - Personal Injury               | 3   |
| LR - General                       | 5   |
| No Yellie                          | 0   |
| PAX - Other                        | 0   |
| PAX - Passenger Behaviour          | 6   |
| RF - Active Travel                 | 6   |
| RF - Charter                       | 0   |
| RF - General Info                  | 7   |
| RF - Marketing                     | 4   |
| RF - Recruitment                   | 4   |
| SD - Bike Racks                    | 0   |
| SD - Bus Shelter Maintenance       | 6   |
| SD - Bus Shelter - request for new | 1   |
| SD - City/Tourist Loop             | 1   |
| SD - Complaint                     | 57  |
| SD - Early Running                 | 39  |
| SD - Failed to Operate             | 64  |
| SD - Failed to Stop                | 14  |
| SD - General Complaint             | 3   |
| SD - Infrastructure                | 8   |
| SD - Late Running                  | 86  |
| SD - Nightlifer                    | 0   |
| SD - Overcrowding                  | 14  |
| SD - Rear Door                     | 0   |
| SH - Change to Existing Service    | 10  |
| SH - Other (Easy Access etc)       | 0   |
| SH - Request for New Service       | 13  |
| TK - Other                         | 0   |
| TK - Hardcopy Timeables            | 16  |
| TT - Request for copy              | 106 |
| TT - Route Enquiry                 | 6   |
| WP - Other                         | 2   |
| WP - Third Party Applications      | 6   |
| WP - Time Tables                   | 31  |

|                                    |    |
|------------------------------------|----|
| WP - Trip Planner                  | 1  |
| Interval: 2016/1/0                 |    |
| ANZAC Day                          | 0  |
| Cyclist - cut off                  | 3  |
| Cyclist - min passing distance     | 5  |
| Cyclist - other                    | 0  |
| DB - Compliments                   | 21 |
| DB - Customer Service              | 30 |
| DB - Dangerous Driving             | 27 |
| DB - DD Merging                    | 14 |
| DB - DD Red Light                  | 6  |
| DB - DD Spooling                   | 3  |
| DB - Failure to Stop               | 38 |
| DB - Incorrect Route               | 13 |
| DB - Other                         | 2  |
| FL - Bus Maintenance               | 3  |
| FL - Fleet Cleanliness             | 0  |
| FL - General                       | 0  |
| Follow up Incident                 | 2  |
| IN - Accidents                     | 5  |
| IN - Lost Property                 | 9  |
| IN - Personal Injury               | 11 |
| LR - General                       | 5  |
| No Value                           | 0  |
| PAX - Other                        | 1  |
| PAX - Passenger Behaviour          | 6  |
| RF - Active Travel                 | 0  |
| RF - Clamber                       | 0  |
| RF - General Info                  | 7  |
| RF - Harboring                     | 4  |
| RF - Recruitment                   | 1  |
| RF - Bike Racks                    | 1  |
| SD - Bus Shelter - Maintenance     | 10 |
| SD - Bus Shelter - request for new | 2  |
| SD - City Tourist Loop             | 0  |
| SD - Complaint                     | 35 |
| SD - Early Running                 | 38 |
| SD - Failed to Operate             | 63 |
| SD - Failed to Stop                | 3  |
| SD - General Compliment            | 1  |
| SD - Infrastructure                | 4  |
| SD - Late Running                  | 35 |
| SD - Night rider                   | 0  |
| SD - Overcrowding                  | 2  |
| SD - Rear Door                     | 0  |
| SH - Change to Existing Service    | 21 |
| SH - Other (Easy Access etc)       | 0  |
| SH - Request for New Service       | 14 |
| TIC - Other                        | 1  |
| TT - Handover Timetables           | 2  |
| TT - Request for copy              | 40 |
| TT - Route Enquiry                 | 2  |
| WP - Other                         | 5  |
| WP - Third Party Applications      | 2  |
| WP - Time Tables                   | 20 |
| WP - Trip Planner                  | 0  |
| Interval: 2016/1/1                 |    |
| ANZAC Day                          | 0  |
| Cyclist - cut off                  | 1  |
| Cyclist - min passing distance     | 4  |
| Cyclist - other                    | 1  |
| DB - Compliments                   | 25 |
| DB - Customer Service              | 63 |
| DB - Dangerous Driving             | 35 |
| DB - DD Merging                    | 3  |
| DB - DD Red Light                  | 1  |
| DB - DD Spooling                   | 7  |
| DB - Failure to Stop               | 59 |

DB - Incorrect Route 13  
 DB - Other 2  
 FL - Bus Maintenance 2  
 FL - Fleet Cleanliness 0  
 FL - Fleet Cleanliness 1  
 FL - General 3  
 Follow up Incident 9  
 IN - Accidents 0  
 IN - Lost Property 0  
 IN - Personal Injury 9  
 LR - General 1  
 LR - Other 1  
 PAX - Passenger Behaviour 20  
 RF - Active Travel 0  
 RF - Charter 0  
 RF - General Info 21  
 RF - Marketing 1  
 RF - Recruitment 0  
 SD - Blue Roads 1  
 SD - Bus Shelter - Maintenance 3  
 SD - Bus Shelter - request for new 3  
 SD - City/Outfit Loop 2  
 SD - Complaint 38  
 SD - Early Running 28  
 SD - Failed to Operate 0  
 SD - Failed to Stop 0  
 SD - General Complaint 3  
 SD - Infrastructure 0  
 SD - Late running 38  
 SD - Nightstar 0  
 SD - Overcrowding 2  
 SD - Rear Door 0  
 SH - Change to Existing Service 6  
 SH - Other (Easy Access etc) 0  
 SH - Request for New Service 9  
 TK - Other 0  
 TT - Hardcopy Timetables 3  
 TT - Request for copy 31  
 TT - Route Enquiry 5  
 WP - Other 7  
 WP - Third Party Applications 1  
 WP - Time Tables 3  
 WP - Trip Planner 3  
 Interval: 2015/12 0

ANZAC Day 0  
 Cyclec - cut off 0  
 Cyclec - min passing distance 0  
 Cyclec - other 3  
 DS - Compliments 38  
 DS - Customer Service 59  
 DS - Dangerous Driving 48  
 DS - DD Mergling 2  
 DS - DD Red Light 3  
 DS - DD Speeding 8  
 DS - Failure to Stop 38  
 DS - Incorrect Route 11  
 DS - Other 6  
 FL - Bus Maintenance 3  
 FL - Fleet Cleanliness 0  
 FL - General 4  
 Follow up Incident 0  
 IN - Accidents 1  
 IN - Lost Property 6  
 IN - Personal Injury 0  
 LR - General 5  
 LR - Other 0  
 No Value 3  
 PAX - Passenger Behaviour 6

RF-Active Travel 0  
 RF-Chair 1  
 RF-General Info 24  
 RF-Marketing 3  
 RF-Recruitment 0  
 SD-Bike Packs 5  
 SD-Bus Shelter - Maintenance 6  
 SD-Bus Shelter - request for new 1  
 SD-City/Tourist Loop 27  
 SD-Compliment 27  
 SD-Early Running 28  
 SD-Failed to Operate 8  
 SD-Failed to Stop 4  
 SD-General Compliment 0  
 SD-Infrastructure 27  
 SD-Late Running 2  
 SD-Night/der 0  
 SD-Overcrowding 0  
 SD-Rear Door 5  
 SH-Change to Existing Service 5  
 SH-Other (Easy Access etc) 0  
 SK-Request for New Service 4  
 TK-Other 4  
 TT-Handicap Timetables 30  
 TT-Request for copy 17  
 TT-Route Enquiry 4  
 WP-Other 2  
 WP-Third Party Applications 0  
 YP-Times Tables 21  
 WP-Trip Planner 0  
 Interval: 2017/18

ANZAC Day 0  
 Cyclist - cut off 1  
 Cyclist - min passing distance 6  
 Cyclist - other 1  
 DB - Compliments 19  
 DB - Customer Service 50  
 DB - Dangerous Driving 31  
 DB - DD Mapping 5  
 DB - DD Red Light 2  
 DB - DD Speeding 5  
 DB - Failure to Stop 47  
 DB - Incorrect Route 13  
 DB - Other 4  
 FL - Bus Maintenance 6  
 FL - Fleet Cleanliness 0  
 FL - General 0  
 FL - Follow up Incident 8  
 IN - Accidents 3  
 IN - Lost Property 5  
 IN - Personal Injury 4  
 LR - General 4  
 LR - No Value 0  
 LR - Other 0  
 PAX - Passenger Behaviour 4  
 RF - Active Travel 0  
 RF - Chair 1  
 RF - General Info 1  
 RF - Marketing 8  
 RF - Recruitment 2  
 SD - Bike Packs 1  
 SD - Bus Shelter - Maintenance 2  
 SD - Bus Shelter - request for new 10  
 SD - City/Tourist Loop 5  
 SD - Compliment 0  
 SD - Early Running 21  
 SD - Failed to Operate 24  
 SD - Failed to Stop 32  
 SD - Infrastructure 7

|                                    |    |
|------------------------------------|----|
| SD - General Compliment            | 0  |
| SD - Infrastructure                | 1  |
| SD - Late Running                  | 26 |
| SD - NightRider                    | 0  |
| SD - Overcrowding                  | 1  |
| SD - Rear Door                     | 0  |
| SD - Request for New Service       | 9  |
| SH - Change to Existing Service    | 0  |
| SH - Other (Easy Access etc)       | 15 |
| SH - Request for New Service       | 0  |
| TK - Other                         | 22 |
| TT - Handcopy Timetables           | 14 |
| TT - Request for copy              | 7  |
| TT - Route Enquiry                 | 4  |
| WP - Other                         | 1  |
| WP - Third Party Applications      | 10 |
| WP - Time Tables                   | 0  |
| WP - Trip Planner                  | 0  |
| Zimbabwe 2017/02                   | 0  |
| AZAC Day                           | 1  |
| Cyclist - out of                   | 5  |
| Cyclist - into passing distance    | 1  |
| Cyclist - other                    | 36 |
| DB - Compliments                   | 69 |
| DB - Customer Service              | 48 |
| DB - Dangerous Driving             | 7  |
| DB - DD Messaging                  | 9  |
| DB - DD Red Light                  | 4  |
| DB - DD Speeding                   | 54 |
| DB - Failure to Stop               | 10 |
| DB - Incorrect Route               | 4  |
| DB - Other                         | 1  |
| FL - Bus Maintenance               | 0  |
| FL - Fleet Cleanliness             | 9  |
| FL - General                       | 2  |
| Follow up Incident                 | 12 |
| IN - Accidents                     | 2  |
| IN - Lost Property                 | 5  |
| IN - Personal Injury               | 8  |
| LR - General                       | 5  |
| No Voice                           | 0  |
| PAX - Other                        | 0  |
| PAX - Passenger Behaviour          | 9  |
| RF - Active Travel                 | 3  |
| RF - Charter                       | 2  |
| RF - General Info                  | 14 |
| RF - Marketing                     | 1  |
| RF - Recruitment                   | 2  |
| SD - Bikes Racks                   | 7  |
| SD - Bus Shelter - Maintenance     | 0  |
| SD - Bus Shelter - request for new | 11 |
| SD - City/Tourist Loop             | 7  |
| SD - Complaint                     | 0  |
| SD - Early Running                 | 27 |
| SD - Failed to Operate             | 19 |
| SD - Failed to Stop                | 36 |
| SD - General Compliment            | 5  |
| SD - Infrastructure                | 0  |
| SD - Late Running                  | 1  |
| SD - NightRider                    | 13 |
| SD - Overcrowding                  | 0  |
| SD - Rear Door                     | 16 |
| SH - Change to Existing Service    | 0  |
| SH - Other (Easy Access etc)       | 8  |
| SH - Request for New Service       | 0  |
| TK - Other                         | 9  |
| TT - Handcopy Timetables           | 0  |
| TT - Request for copy              | 2  |
| TT - Route Enquiry                 | 28 |
|                                    | 4  |

|                                    |    |
|------------------------------------|----|
| WP - Other                         | 4  |
| WP - Third Party Applications      | 2  |
| WP - Time Tables                   | 20 |
| WP - Trip Planner                  | 1  |
| Interval: 2017/1/3                 |    |
| ANZAC Day                          | 0  |
| Cyclist - cut off                  | 3  |
| Cyclist - min passing distance     | 9  |
| Cyclist - other                    | 1  |
| DE - Compliments                   | 22 |
| DE - Customer Service              | 88 |
| DE - Dangerous Driving             | 39 |
| DE - DD Merging                    | 3  |
| DE - DD Red Light                  | 4  |
| DE - DD Speeding                   | 2  |
| DE - Failure to Stop               | 4  |
| DE - Incorrect Route               | 44 |
| DE - Other                         | 5  |
| FL - Bus Maintenance               | 6  |
| FL - Fleet Cleanliness             | 0  |
| FL - General                       | 4  |
| Follow up Incident                 | 1  |
| IN - Accidents                     | 11 |
| IN - Lost Property                 | 7  |
| IN - Personal Injury               | 2  |
| IN - General                       | 4  |
| No Value                           | 0  |
| PAX - Other                        | 0  |
| PAX - Passenger Behaviour          | 9  |
| RF - Active Travel                 | 1  |
| RF - Charter                       | 1  |
| RF - General Info                  | 5  |
| RF - Marketing                     | 7  |
| RF - Recruitment                   | 7  |
| SD - Bike Racks                    | 5  |
| SD - Bus Shelter - Maintenance     | 33 |
| SD - Bus Shelter - request for new | 5  |
| SD - City/Tourist Loop             | 1  |
| SD - Complaint                     | 26 |
| SD - Early Running                 | 30 |
| SD - Failed to Operate             | 47 |
| SD - Failed to Stop                | 11 |
| SD - General Compliment            | 3  |
| SD - Jiffyshuttle                  | 2  |
| SD - Late Running                  | 51 |
| SD - Night Rider                   | 0  |
| SD - Overcrowding                  | 10 |
| SD - Rear Door                     | 1  |
| SH - Changes to Existing Service   | 5  |
| SH - Other (Easy Access etc)       | 0  |
| SH - Request for New Service       | 16 |
| TK - Other                         | 0  |
| TI - Hardcopy Timetables           | 5  |
| TI - Request for copy              | 33 |
| TI - Route Enquiry                 | 3  |
| WP - Other                         | 3  |
| WP - Third Party Applications      | 0  |
| WP - Time Tables                   | 9  |
| WP - Trip Planner                  | 2  |
| Interval: 2017/1/4                 |    |
| ANZAC Day                          | 13 |
| Cyclist - cut off                  | 3  |
| Cyclist - min passing distance     | 8  |
| Cyclist - other                    | 2  |
| DE - Compliments                   | 26 |
| DE - Customer Service              | 35 |
| DE - Dangerous Driving             | 25 |
| DE - DD Merging                    | 11 |

|                                  |    |
|----------------------------------|----|
| DB-DD Red Light                  | 1  |
| DB-DD Speeding                   | 5  |
| DB-Fallows to Stop               | 48 |
| DB-Incorrect Route               | 19 |
| DB-Other                         | 3  |
| FL-Bus Maintenance               | 0  |
| FL-Fleet Cleanliness             | 1  |
| FL-General                       | 5  |
| Follow up Incident               | 5  |
| IN-Accidents                     | 3  |
| IN-Lost Property                 | 5  |
| IN-Personal Injury               | 8  |
| LR-General                       | 2  |
| No Value                         | 0  |
| PAX-Other                        | 2  |
| PAX-Passenger Behaviour          | 6  |
| RF-Active Travel                 | 0  |
| RF-Charter                       | 1  |
| RF-General Info                  | 2  |
| RF-Marketing                     | 4  |
| RF-Recruitment                   | 4  |
| RF-Resubmit                      | 1  |
| SD-Bike Roads                    | 0  |
| SD-Bus Shelter - Maintenance     | 21 |
| SD-Bus Shelter - request for new | 3  |
| SD-City/Tourist Loop             | 4  |
| SD-Complaint                     | 33 |
| SD-Early Running                 | 24 |
| SD-Failed to Operate             | 35 |
| SD-Failed to Stop                | 3  |
| SD-General Complaint             | 7  |
| SD-Infrastructure                | 3  |
| SD-Late Running                  | 35 |
| SD-Night Rider                   | 0  |
| SD-Overcrowding                  | 2  |
| SD-Rear Door                     | 6  |
| SK-Change to Existing Service    | 11 |
| SK-Other (Easy Access etc)       | 1  |
| SK-Request for New Service       | 17 |
| TK-Other                         | 0  |
| TT-Handcopy Timetables           | 13 |
| TT-Request for copy              | 10 |
| TT-Route Enquiry                 | 14 |
| WP-Other                         | 0  |
| WP-Third Party Applications      | 1  |
| WP-Time Tables                   | 22 |
| WP-Tip Planner                   | 6  |
| Interact 2017/18                 | 0  |
| ANZAC Day                        | 1  |
| Cyclist - cut off                | 1  |
| Cyclist - into passing distance  | 3  |
| Cyclist - other                  | 1  |
| DB-Compliments                   | 34 |
| DB-Customer Service              | 57 |
| DB-Dangerous Driving             | 40 |
| DB-DD Warning                    | 9  |
| DB-DD Red Light                  | 6  |
| DB-DD Speeding                   | 5  |
| DB-Failure to Stop               | 43 |
| DB-Incorrect Route               | 13 |
| DB-Other                         | 1  |
| FL-Bus Maintenance               | 3  |
| FL-Fleet Cleanliness             | 0  |
| FL-General                       | 7  |
| Follow up Incident               | 1  |
| IN-Accidents                     | 5  |
| IN-Lost Property                 | 4  |
| IN-Personal Injury               | 10 |
| LR-General                       | 4  |

|                                    |    |
|------------------------------------|----|
| No Value                           | 0  |
| PAX - Other                        | 1  |
| PAX - Passenger Behaviour          | 5  |
| RF - Active Travel                 | 0  |
| RF - Charter                       | 4  |
| RF - General Info                  | 1  |
| RF - Marketing                     | 0  |
| RF - Recruitment                   | 0  |
| SD - Bike Racks                    | 1  |
| SD - Bus Shelter - Maintenance     | 14 |
| SD - Bus Shelter - request for new | 2  |
| SD - City/Tourist Loop             | 0  |
| SD - Complaint                     | 42 |
| SD - Entry Timing                  | 29 |
| SD - Failed to Operate             | 34 |
| SD - Failed to Stop                | 2  |
| SD - General Complaint             | 3  |
| SD - Infrastructure                | 6  |
| SD - Infrastructure                | 50 |
| SD - Lane Running                  | 0  |
| SD - Night Rider                   | 0  |
| SD - Overcrowding                  | 13 |
| SD - Rear Door                     | 15 |
| SH - Change to Existing Service    | 25 |
| SH - Other (Easy Access etc)       | 2  |
| SH - Request for New Service       | 7  |
| TK - Other                         | 0  |
| TI - Handicap Timetables           | 20 |
| TI - Request for copy              | 4  |
| TI - Route Empty                   | 3  |
| TI - Other                         | 3  |
| WP - Other                         | 1  |
| WP - Third Party Applications      | 23 |
| WP - Time Tables                   | 3  |
| WP - Trip Planner                  | 3  |
| WP - Trip Planner                  | 2  |
| Interact-2017/16                   | 2  |
| ANZAC Day                          | 0  |
| Cyclist- cat off                   | 2  |
| Cyclist- min passing distance      | 2  |
| Cyclist- other                     | 0  |
| Cyclist- other                     | 28 |
| DB - Compliments                   | 45 |
| DB - Customer Service              | 26 |
| DB - Dangerous Driving             | 9  |
| DB - DD Merging                    | 6  |
| DB - DD Red Light                  | 10 |
| DB - DD Speeding                   | 45 |
| DB - Failure to Stop               | 11 |
| DB - Incorrect Route               | 1  |
| DB - Other                         | 7  |
| FL - Bus Maintenance               | 0  |
| FL - Fleet Cleanliness             | 0  |
| FL - General                       | 7  |
| Follow up Incident                 | 3  |
| IN - Accidents                     | 3  |
| IN - Lost Property                 | 3  |
| IN - Personal Injury               | 15 |
| LR - General                       | 5  |
| No Value                           | 0  |
| PAX - Other                        | 2  |
| PAX - Passenger Behaviour          | 0  |
| RF - Active Travel                 | 0  |
| RF - Charter                       | 0  |
| RF - General Info                  | 0  |
| RF - Marketing                     | 0  |
| RF - Recruitment                   | 0  |
| SD - Bike Racks                    | 1  |
| SD - Bus Shelter - Maintenance     | 11 |
| SD - Bus Shelter - request for new | 3  |
| SD - City/Tourist Loop             | 3  |
| SD - Complaint                     | 31 |

|                                 |             |
|---------------------------------|-------------|
| SD - Early Numbering            | 25          |
| SD - Failed to Operate          | 24          |
| SD - Failed to Stop             | 0           |
| SD - General Complaint          | 2           |
| SD - Infrastructure             | 0           |
| SD - Late Numbering             | 22          |
| SD - Night Rider                | 0           |
| SD - Overcrowding               | 11          |
| SD - Rear Door                  | 15          |
| SI - Change to Existing Service | 3           |
| SI - Other (Easy Access etc)    | 3           |
| SI - Request for New Service    | 0           |
| TK - Other                      | 0           |
| TT - Handcopy Timetables        | 8           |
| TT - Request for copy           | 22          |
| TT - Route Enquiry              | 5           |
| WP - Other                      | 7           |
| WP - Third Party Applications   | 0           |
| WP - Time Tables                | 6           |
| WP - Trip Planner               | 1           |
| <b>Total</b>                    | <b>6876</b> |

| Category                           | 2016/17       |
|------------------------------------|---------------|
| Aggression                         | 427           |
| Bus Accident                       | 445           |
| Bus Damaged                        | 35            |
| Bus Defects                        | 3,658         |
| Catastrophic Event                 | 3             |
| Customer Dispute                   | 306           |
| Driver Ill/Injured/Other           | 142           |
| Environmental Incident             | 2             |
| Fare Enquiry                       | 3             |
| Infrastructure                     | 411           |
| MyWay Fault                        | 1,731         |
| NXTBUS                             | 502           |
| Passenger Ill/Injured/Unresponsive | 358           |
| Routine contact                    | 7,014         |
| Students                           | 9             |
| Sus Activity/Event/Object          | 17            |
| <b>Total</b>                       | <b>15,063</b> |

## Obligations to Passengers

### 1.0 PURPOSE

To outline the obligations of bus drivers and attendants for the safe travel of passengers. Safe travel of passengers refers to the passenger's right to be treated with respect and to travel to their destination in a safe environment.

### 2.0 PRINCIPLES

Transport Canberra has three key principles to promote the safe travel of passengers:

- passengers must be treated in a fair, professional and respectful manner;
- passengers must be treated with compassion and understanding, particularly related to special needs such as age, mobility and/or vulnerability; and
- passengers must not be inconvenienced by other passengers or the driver when travelling.

The Work Health and Safety (WHS) and security of the bus driver, passengers and bus are primary considerations.

### 3.0 ROLES AND RESPONSIBILITIES – BEHAVIOUR

Drivers:

- must complete the pre-drive log book if the first driver of the bus on that day;
- must obey the road rules, drive smoothly and with respect to the age and disability of passengers;
- must obey all traffic laws and parking restrictions;
- must behave in a courteous and professional manner at all times;
- may instruct a passenger (other than a student or minor) to not board the bus, or to exit the bus, for misbehaviour or for fare related issues at any time, on any service;
- must contact the Communications Centre to seek advice or assistance if they are experiencing issues with passengers that cannot be managed in accordance with standard operating procedures (refer *Operational Policy, Policy Reference No 11 – Incident Management*); and
- must note passenger's name and contact details, and report to the Communications Centre for further investigation if a passenger commits repeated offences.

### 4.0 ROLES AND RESPONSIBILITIES – SAFE TRAVEL OF ALL PASSENGERS

Drivers must:

- be familiar with the safe operation of the vehicle and accessories;
- inspect the bus prior to departing the depot and report any defects or faults (including to equipment);

- understand the emergency and evacuation procedures for vehicles, including being able to provide clear and efficient instructions to passengers in the event of an emergency;
- radio the Communications Centre for assistance immediately if there is an emergency;
- radio the Communications Centre for assistance immediately if there is an imminent threat of danger or harm to passengers travelling on the vehicle;
- radio the Communications Centre for assistance immediately when a passenger notifies any harassment they have encountered whilst travelling;
- take reasonable steps to ensure passengers enter and exit the bus safely; and
- where applicable, contact the Flexible Transport Communications Centre if a passenger for flexible travel fails to be at the agreed pick-up collection point.

#### 5.0 ROLES AND RESPONSIBILITIES – SAFE TRAVEL OF CHILDREN

Drivers must not leave children behind at a bus stop or bus station:

- If the bus is at capacity, the driver must contact the Communications Centre and wait with the school student or child until alternative transport can be arranged;
- If they do not have the correct fare or a valid MyWay card, children must be allowed to travel;
- If issues arise with a school, the bus driver must report these issues to the Depot Customer Service Manager; and
- If a child commits repeated offences, the bus driver should note her/his name and contact details or school and report them to the Communications Centre and Depot Customer Service Manager for further enquiries to be made

Drivers must not refuse travel or eject children from the bus for misbehaviour or fare related issues at any time. The driver should contact the Communications Centre for further instruction.

Where drivers are assisted by bus attendants, they must:

- liaise with the driver on issues regarding the safety and comfort of students and children on the bus and behaviour management;
- assist students or children who are wheelchair bound or have mobility restrictions on and off the bus; and
- follow instructions in the event of an emergency.

#### 6.0 POLICY DETAILS

| Policy details   |  |
|------------------|--|
| Policy reference | TCOP15 Version 1                           |
| Policy name      | Safe Travel of Passengers                  |
| Policy owner     | Director Public Transport Operations       |
| Approved by      | Deputy Director-General Transport Canberra |
| Date effective   | 27 November 2017                           |

## Employee Behaviour

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### 1.0 PURPOSE

To outline the appropriate behaviour of all Transport Canberra (TC) employees while on duty and/or in uniform. This policy is consistent with and amplifies particular parts of the *TCCS Code of Conduct* (<http://intccs/TCCS%20Pages%20Library/TCCS%20Code%20of%20Conduct%20and%20related%20documents.aspx>)

### 2.0 PRINCIPLES

TC employees must conduct themselves professionally when dealing with passengers, other employees, students, minors or members of the general public.

### 3.0 ROLES AND RESPONSIBILITIES

Employees must treat individuals in a fair, professional and respectful manner. Employees must use courteous and well-mannered language. They must show respect for other people's personal belongings and personal space.

Employees must treat individuals with compassion and understanding, particularly related to special needs such as age, mobility and/or vulnerability. Employees must respect racial, religious, cultural, political, sexual orientation, gender and/or age differences amongst individuals.

### 4.0 UNACCEPTABLE BEHAVIOUR

Employees must foster a positive reputation for TC and must not bring it into question or disrepute, by:

- using profane or offensive language whilst on duty, or off-duty while wearing their designated uniform;
- engaging in conduct that is offensive or may endanger or compromise the health and safety of individuals;
- making unnecessary physical contact with individuals by engaging in or reciprocating physical, violent or aggravated conduct with individuals and;
- offering gifts to passengers (including minors) of any kind, (including but not limited to) eg. lollies

Employees must not detain, arrest, make physical contact or unlawfully imprison a passenger or individual, unless it is in self-defence or to restrain an individual from harming or endangering another individual or themselves. Unnecessary and brute force must not be used when restraining an individual.

Employees must not engage in illegal conduct whilst on duty, representing TC in an official or unofficial capacity, or when they are wearing their designated uniform.

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Employees must not gamble (including online gambling) in the workplace or in vehicles (excluding established practices such as Melbourne Cup sweeps, self-administered football tipping and lottery syndicates).

Employees must not smoke whilst on duty (that is, in service) and/or in ACT Government vehicles. Employees can smoke while not in service (or on designated breaks) in designated smoking zones on TC Buses property or public area designated smoking zones.

Employees must not make any public comment on behalf of TC unless authorised to do so by a delegated officer.

Employees must not use personal information collected from a passenger as part of performing their duties, such as name and contact details, for any purpose other than required by their job.

#### 5.0 EMPLOYEE PRESENTATION AND APPEARANCE

Employee presentation and appearance must reflect positively on the reputation of TC. Employees must wear the designated uniform and required personal protective equipment (PPE) appropriate to operations at all times while on duty. Employees who wear a uniform or other apparel that identifies them as an employee of Transport Canberra and City Services (TCCS)/ACT Government - including PPE - must ensure that the uniform or apparel is clean, complete, in good repair and worn with pride. PPE must be worn at all appropriate times to ensure personal obligations are met under health and safety legislation.

Employees must keep official identity cards/badges in a safe and secure place at all times and carry this form of identification when performing official duties. If requested, employees must produce their identity card/badge.

#### 6.0 REPORTING

Employees must report any inappropriate, unethical, dishonest and/or corrupt conduct or behaviour in accordance with the *Incident Management Policy*.

Employees must report incidents or allegations of inappropriate conduct towards a child in accordance with the *Incident Management Policy*. This may include, but is not limited to:

- assault, ill-treatment or neglect of a child;
- behaviour that may cause psychological harm to a child; and/or
- any sexual offence or sexual misconduct committed against, with or in the presence of a child (including a child pornography offence or an offence involving child abuse material).

#### 7.0 SECONDARY EMPLOYMENT

All TC employees must have prior formal approval from a supervisor/manager delegated to give such approval before engaging in any employment other than their Public Service position. This includes

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employment other than an employee's primary employment position and includes, but is not limited to, paid employment, business involvement, company positions, voluntary or unpaid work.

#### 8.0 PERFORMANCE MANGEMENT

TC may suspend employees from duty pending the outcome of disciplinary or legal proceedings. If there is sound evidence that an employee has committed a criminal offence at work or related to work, TC may take disciplinary action against an employee as well as notifying the police or other relevant external authority.

#### 9.0 DEFINITIONS

'Individuals' refers to passengers, other employees, students, minors or members of the general public.

#### 10.0 POLICY DETAILS

| Policy details |  |
|----------------|--|
| Policy number  | TCOP8                                      |
| Version        | 1  |
| Policy name    | Employee Code of Conduct                   |
| Policy owner   | Director Public Transport Operations       |
| Approved by    | Deputy Director-General Transport Canberra |
| Date effective | 27 November 2017                           |

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## Passenger Assistance and Appropriate Physical Contact

### 1.0 PURPOSE

To provide direction on what is reasonable, acceptable and necessary physical contact between employees and passengers.

### 2.0 PRINCIPLES

Non-physical interventions between employees and passengers are the preferred method of assisting passengers to travel safely. These methods include voice commands and hand gestures.

Physical contact between employees and passengers must be kept to a minimum and only include contact when absolutely necessary.

This could include holding a passenger's hand to guide them or prevent them from absconding, placing a hand on the shoulder to guide and assist, and touching a passenger to apply a seat belt or other restraint. Other instances may occur when comforting a distressed passenger.

The Work Health and Safety (WHS) and security of the bus driver, passengers and bus are primary considerations.

### 3.0 ROLES AND RESPONSIBILITIES

Employees may provide assistance in the event a passenger hurts themselves when boarding, travelling or exiting the bus.

Bus drivers are not expected to leave the driver's seat to assist passengers (this is intended to minimise risk of driver injury and assist with driver control of the bus). However, drivers have the discretion to do so where they believe it is safe and reasonable, and where the bus is properly secured.

Employees must not engage in unreasonable and unnecessary physical contact including but not limited to, touching that is sexual in nature, smacking, hitting, pushing, becoming overly familiar with and/or kissing a passenger.

Employees must not make unnecessary physical contact with individuals. They must not engage in or reciprocate physical, violent or aggravated conduct with individuals. Additionally, employees must not detain, arrest, make physical contact or unlawfully imprison a passenger or individual, unless it is in self-defence or to restrain an individual from harming or endangering another individual or themselves. Unnecessary and brute force must not be used when restraining the individual.

Employees must not strip clothing from a passenger. The only exception to this is a soiled overcoat or outer garment. In cases where the passenger is a student who has wet or soiled themselves on route, they are to

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be made as comfortable as possible and their trip is to be expedited to the nearest assistance point, such as the school the student attends.

Employees must not use restrictive practices on any passengers.

#### 4.0 INCIDENT REPORTING

Employees must notify the Communication Centre and complete an Incident report where unreasonable or unnecessary physical contact occurred. The Incident report must be submitted within 12 hours of the event in accordance with the *Incident Management Policy and Risk Man.*

#### 5.0 DEFINITIONS

A 'restrictive practice' is an intervention that has the effect of restricting the rights or freedom of movement of a person, with the primary purpose of protecting the person or others from harm. These may include seat belt locking devices, harnesses or other physical contact designed to restrict the movement of the passenger.

#### 6.0 POLICY DETAILS

| Policy details |   |
|----------------|---|
| Policy number  | TCOP14 Version 1                                    |
| Policy name    | Passenger Assistance & Appropriate Physical Contact |
| Policy owner   | Director Public Transport Operations                |
| Approved by    | Deputy Director-General Transport Canberra          |
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